# CONTENTS

## NUMBER 1

Editorial: Broad and Deep 1
**H. Palmer**

When Time is Precious — Time Lags as Indicators of Quality of Care in Acute Myocardial Infarction 3
**K. I. Pettersen**

Cellular Composition of Cervical Smears Taken by General Practitioners 11
**A. C. Kant, B. T. H. M. Palm, D. J. S. Dona, A. F. C. Makkus, G. P. Vooijs and C. van Weel**

AUDILAB: Quality Audit Simulation to Prepare Biomedical Testing Laboratories for Accreditation 17
**Ph. Garnerin, A. Brai, H. Lelièvre and G. Tuffery**

Clinical Practice and the Use of Laboratory Tests at the May 15 Hospital in Egypt 25
**N. Rafeh and D. El-Tobgi**

Internists' Evaluation of Guidelines: The IMCARE Practice Guidelines Network 31
**C. Mottur-Pilson**

Balancing Science and Practice in Indicator Development: The Maryland Hospital Association Quality Indicator (QI) Project® 39
**V. A. Kazandjian, P. Wood and J. Lawthers**

Impact of Non-response and of Late-response by Patients in a Multi-centre Surgical Outcome Audit 47
**M. Emberton and N. Black**

Quality Assurance in an Ear, Nose and Throat Department in Saudi Arabia. A Surgical Audit 57
**A. Ashoor, L. Wosornu and M. A. Al-Azizi**

**ISQua News Report** 63

**Announcements** 65

**Editorial Announcement** 71

**Abstractos en este Numero** 75

## NUMBER 2

Editorial: Quality of Care and Health Care Resources 79
**H. Palmer**

Using Severity-adjusted Stroke Mortality Rates to Judge Hospitals 81
**L. I. Iezzoni, M. Shwartz, A. S. Ash, J. S. Hughes, J. Daley and Y. D. Mackiernan**

Comparing Outcomes and Charges for Patients with Acute Myocardial Infarction in Three Community Hospitals: an Approach for Assessing "Value" 95
**E. C. Nelson, S. Greenfield, R. D. Hays, C. Larson, B. Leopold and P. B. Batalden**

Adequacy of National Mortality Data for Internal Hospital Use: a Case Study 109
**A. J. Hartz, E. M. Kuhn, Z. Yuan, R. C. Bailey and A. A. Rimm**

Training Health Professionals to Implement Quality Improvement Activities. Results of a Randomized Controlled Trial After One Year of Follow-up 119
**P. J. Saturno**

Expectations as Determinants of Patient Satisfaction: Concepts, Theory and Evidence 127
**A. G. H. Thompson and R. Suñol**

Quality Improvement of Nursing Care in Hospitals in India: the Dynamic Approach 143
**L. Duff, G. Harvey, U. Handa and A. Kitson**

Obtaining Patients' Views of Nursing Care to Inform the Development of a Patient Satisfaction Scale 153
**L. H. Thomàs, J. MacMillan, E. McColl, J. Priest, C. Hale and S. Bond**

Implementing Accreditation Systems (23 May 1994, Treviso, Italy) 165
**J. Hayes and C. D. Shaw**

**Announcements** 173

**News** 175

**ISQua Corporate Structure** 177

**Abstractos en este Numero** 181

**NUMBER 3**

APPROPRIATENESS OF HOSPITAL USE: THE EUROPEAN BIOMED PROJECT

**Guest Editorial**

European Collaboration on Appropriateness of Hospital Bed Use: a Commentary 185
**N. Black**

A European Project Assessing the Appropriateness of Hospital Utilization: Background, Objectives and Preliminary Results 187
**A. Liberati, G. Apolone, T. Lang and S. Lorenzo**

Design and Development of a Utilization Review Program in Portugal 201
**M. Bentes, M. Da Luz Gonsalves, M. Santos and E. Pina**

An Overview of Spanish Studies on Appropriateness of Hospital Use 213
**S. Lorenzo and R. Suñol**

Appropriateness of Hospital Use: an Overview of Italian Studies 219
**G. Fellin, G. Apolone, A. Tampieri, L. Bevilacqua, G. Meregalli, C. Minella and A. Liberati**

Medical Appropriateness of Hospital Utilization: an Overview of the Swiss Experience 227
**B. Santos-Eggimann, F. Paccaud and T. Blanc**

Appropriateness of Admissions: the French Experience 233
**T. Lang, A. Davido, H. Logerot and L. Meyer**

Appropriateness of Hospital Use in the United Kingdom: a Review of Activity in the Field 239
**D. O'Neill and M. Pearson**

The Design and Analysis of Hospital Utilization Studies 245
**A. Ash**

The Evolution of Hospital Utilization Review Methods in the United States 253
**J. D. Restuccia**

APPROPRIATENESS OF HOSPITAL USE: A COMPARATIVE STUDY

Factors Associated with Inappropriate Hospitalization in Medical Wards: A Cross-sectional Study in Two University Hospitals 261
**Y. Paldi, A. Porath, L. Friedman and B. Mozes**

USE OF THE APPROPRIATENESS EVALUATION PROTOCOL: THE ROLE OF MEDICAL RECORD QUALITY

The Effect of Completeness of Medical Records on the Determination of Appropriateness of Hospital Days 267
**A. Ramos-Cuadra, J. Marión-Buen, M. García-Martín, J. Fernández-Gracia, M. del Carmen Morata-Céspedes, L. Martín-Moreno and P. Lardelli-Claret**

Letter from Udine—Opened in Melbourne 277
**J. Best**

**Health Care Reform and Quality of Care**

The New Israeli National Health Insurance Law and Quality of Care 281
**A. Porath and B. Lev**

**Methodology Matters**

Sample Selection
**J. Orav** 285

**Book Review** 289

**Report** 291

**Announcement** 293

**ISQua News** 297

Report on 12th Annual ISQua World Congress 301
**V. D'Addario**

Prize Winners at the 12th International ISQua Conference 303

Order Form for Proceedings Book (12th ISQua World Congress) 311

Tapes Order Form (12th ISQua World Congress) 313

**Announcement** 315

**News** 317

**Abstracts en este Numero** 319

**NUMBER 4**

Editorial 323
**C. A. Woodward and D. L. Streiner**

Quality, Context and Distributive Justice: the Role of Utilization Research and Management 325
**S. Lewis**

Preventive and Promotive Medicine in Ambulatory Clinical Practice: a Prospective Simulated Patient Study 333
**Y. Y. Wong, M. Nordin and A. B. Suleiman**

Involving Clients in Clinical Audits of Mental Health Services 343
**R. Balogh, A. Simpson and S. Bond**

What is Important in Psychiatric Outpatient Care? Quality of Care from the Patient's Perspective 355
**T. Björkman, L. Hansson, B. Svensson and I. Berglund**

A Prospective Analysis of Critical Incidents Attributable to Anaesthesia 363
**M. J. Spittal, G. P. Findlay and I. Spencer**

Monitoring Postoperative Pulmonary Embolisms in Australia—I. Variation between Hospitals 373
**P. P. Fahey and R. W. Gibberd**

Monitoring Postoperative Pulmonary Embolisms in Australia—II. Variation within Hospitals 381
**P. P. Fahey and R. W. Gibberd**

Poor Knowledge and Misunderstandings: Perinatal Data Validity and Work Place Change in Midwifery 391
**H. Robertson**

The Multipurpose Surveillance-oriented Medical Record: a Tool for Quality of Care Management 399
**I. Maistrello, M. D. Febbrari, M. Tramontini, M. Maistrello and L. Natale**

The Quality of Diagnostic Coding in Cerebrovascular Disease 407
**M. Hasan, R. J. Meara and B. K. Bhowmick**

The Introduction of a Quality Assurance Programme into Hospitals in Israel 411
**R. Ronen and R. Eldar**

Lessons Learned in Institutionalization of Quality Assurance Programs: an International Perspective 419
**L. DiPrete Brown**

**Report**
Recent Developments in Accreditation 427
**E. Scrivens**

**Short Report**
Quality of Care Research in The Netherlands: the Development and Implementation of Indicators and Instruments 435
**R. Klop and A. F. Casparie**

Latin American Conference on Quality Assurance in Health Care 437

**Book Reviews** 441

**Conference Announcement** 445

**Abstracts en este Numero** 447

Volume 7 Contents and Author Index I